

Question No.	RFP Reference	Vendor Question	County Response (Sheriff's Office specific responses in BLUE ; Fire Department specific responses in RED ; any change from previously answered items are in <u>bold italicized and underlined red font</u>)
1	General Question	Will the county consider releasing the RFP document in an editable, electronic format, such as Microsoft Word? The pdf file does not allow vendors to check the required boxes or enter the required detailed narrative responses. It is not clear in the RFP whether this document will be provided to vendors along with the Microsoft Excel version of RFP Attachment B at the mandatory pre-bid conference.	Electronic documents were distributed at the Pre-bid conference. REFER TO ADDENDUM #2: THE PERIOD FOR QUESTIONS FROM VENDORS IS EXTENDED TO NOON ON 07/26/13. THE NEW END DATE FOR PRE-BID SUBMISSIONS IS 1540 PM 08/16/13. We are sorry but we cannot provide you with the information you are requesting at this time. All information needed to return a response will be issued at the prebid conference on July 10, 2013. We feel that proving you or anyone else with this information, at this time could be construed as showing favoritism, or giving one bidder an advantage over others.
2	HII: Functional Requirements Spreadsheet Pg50 1. The Functional Requirements Spreadsheets, printed as Attachment I, is a Microsoft Excel document listing the detailed expectations for the proposed system. The electronic version of the spreadsheet will be provided to all Vendors attending the mandatory pre-proposal conference.	With close to 1500 requirements and point to point questions, waiting to receive these documents at the pre-proposal meeting next week significantly reduces the opportunity to provide a quality response. We respectfully request the County to add those files to the web site early this week in order for us to immediately begin the response process.	All information needed to return a response will be issued to each bidder attending our mandatory pre-bid conference at 2:00 pm, Wednesday, July 10, 2013.
3	Pg 7 INTRODUCTION Vendors are NOT to insert the response in this RFP. Vendor responses are to be recorded and returned using the Shelby County RFP #13-006-87 Electronic Response Forms available for download on the Shelby County website.	We have not been able to locate these Electronic Response Forms on the Shelby County website. Can you please direct me to the location of those files. Thank you.	Electronic documents were distributed at the pre-bid conference. We are sorry but we cannot provide you with the information you are requesting at this time. A information needed to return a response will be issued at the prebid conference on July 10, 2013. We feel that proving you or anyone else with this information, at this time could be construed as showing favoritism, or giving one bidder an advantage over others.
4	F. System Interfaces	The County will require the Provider to provide interfaces to the following applications and systems: Uniform Crime Reporting (UCR) / National Incident-Based Reporting System (NIBRS) • National Fire Incident Reporting & System (NFIRS) • Local warrants and warrants • SCADA alarm monitoring	A. Could the County please identify the expectations for these interfaces? UCR/NIBRS/NFIRS is normally a component of records management systems is there a particular set of data which needs to be interfaced? B. For SCADA alarm monitoring please identify the current vendor of the alarm system and the expectation of interface. A.SHERIFF - 1) Desire the ability to associate CAD information with Crime Incident reports. 2) Shelby County currently in progress of RFP for an INFOHUB product tying local warrants, corrections management, district attorney records, etc. into a single access point. Vendor for this has yet to be selected. Interface needed. FIRE - Current: NFIRS vendor is ETI (Emergency Technologies Inc.) - Interface needed to push CAD to NFIRS. B. SHERIFF - 1) Current systems are: VzioTech for 1075 Mullins Station, Memphis, TN - provided by Dillard Door ExaqVision for all other locations-provided by panic alarms SecureTech for panic alarms
5		For each interface, Vendors must specify the following: • Description of the system to be interfaced • Information to be transferred to/from the other system • Number and type of queries to be made to each system • Description of how the interface is to function from the user's point of view (i.e., terminal emulation of the other system, file transfer) • Communication protocol • Which party is expected to provide connectivity where required	In order to comply with this request please specify the vendor, data scheme, contact information and expectation of each of the requested interfaces. SHERIFF - Provided only after award.

<p>G. Third-party Partner Applications The County will require the selected Vendor to procure, in the County's name, the applications required to meet the digital voice with automated dispatching third-party software and the automated fire apparatus move up recommendation and tracking third-party software. The third-party vendors must have a proven track record with the selected Vendor. The third-party software finally selected must be approved by the County. The cost of the software, installation and maintenance must be in the cost proposal.</p>	<p>A. In order to price this property can the county provide station blue prints of each fire station where this system is expected to be installed?</p> <p>B. please specify any ordinances or local building codes which must be adhered to in order to install the equipment.</p> <p>C. Please identify the fire station bay layout along with any existing PA systems in order to scope property.</p> <p>D. Does the voice automated dispatch need to perform any other functions such as bay automation, station lighting etc?</p>	<p>A. FIRE - Single Source Vendor for true digital voice dispatch - LOCUTION (Vendor Contact is Brigitte Barreto - brigitte@locution.com). - Vendor has made site visits and has determined hardware needs and locations at all sites.</p> <p>B. FIRE - Yes. Vendor should coordinate with Shelby County Code Enforcement.</p> <p>C. FIRE - See 6.A. above</p> <p>D. FIRE - See 6.A. above</p>
<p>H. Mobile Data Shelby County intends to implement a mobile data system. Vendors should include all hardware and software in their proposal to implement a full functioning mobile data application. The County currently utilizes NetMotion to enable mobile connectivity.</p>	<p>A. Does the county have any particular requirements for the mobile workstations?</p> <p>B. Is touch screen operation required?</p> <p>C. Are daylight readable screens required?</p> <p>D. Are fully ruggedized workstations required?</p> <p>E. Does the County require any product certification with MIL-STD-810G, IP-65 etc?</p> <p>F. Is there a preference for fixed versus removable workstations?</p> <p>G. Is vehicle installation to be part of this as well? If so please provide make, model, year for all vehicles to be installed.</p> <p>H. Does the County currently have a preferred cellular carrier?</p>	<p>A. SHERIFF - yes</p> <p>B. SHERIFF - yes</p> <p>C. SHERIFF - yes</p> <p>D. SHERIFF - yes</p> <p>E. SHERIFF - yes</p> <p>F. SHERIFF - Removable</p> <p>G. SHERIFF - Require vendor to install first two-(2) mobile workstations and train four-(4) Radio Shop personnel in installation procedures. Currently using computer stands shown at http://jottodesk-jotabit.com/laptop-p-mounts.html</p> <p>H. SHERIFF - Verizon 4G</p> <p>I. FIRE - NOT APPLICABLE</p>
<p>I. Priority Dispatch ProQA The County desires to include the pricing for the optional purchase of Priority Dispatch ProQA for EMD, Emergency Fire Dispatch (EFD) and Emergency Police Dispatch (EPD). The County currently has licenses for Priority Dispatch ProQA for EMD. SCFD intends to continue to use ProQA for EMD pre-arrival instructions and coding and is investigating the use of ProQA for EPD. SCSD is investigating the use of ProQA for EPD.</p>	<p>A. Could the County please provide the make, model and system specifications of the Fire Departments current in-vehicle mobile data platform?</p> <p>B. Is replacement of the current in-vehicle platform part of this procurement?</p>	<p>A. FIRE - Motorola ML900S, GTAC S400s, running Motorola PMDC applications with tactical mapping.</p> <p>B. FIRE - Only for dedicated mobile server and associated applications.</p>
<p>J. Training 1. Shelby County expects that the selected Vendor will provide customized training to each agency regarding the use and configuration of the CAD system and interfaces. The training will include operations and functional training to all users from each agency; train-the-trainer sessions to trainers selected from each agency; and administrative training to each agency's administrative staff, which covers all aspects of operating and managing the system. Mobile data training will be exclusively train-the-trainer.</p>	<p>A. Could the County please identify how many users need to be trained for CAD and Mobile training?</p> <p>B. Depending upon the number of users that would need to be trained, it may be necessary to conduct multiple training sessions that may affect project duration and cost. Would the County consider a Train-the-Trainer training approach (for CAD) rather than end-user training?</p>	<p>A. SHERIFF - Agency specific training for 50.</p> <p>B. NO</p> <p>C. REVERSE DUE DATE: + 2 System Admin from Sheriff and 1 System Admin from Fire</p> <p>D. SEE 9.A.</p>

	AA. Project Timeframe The County anticipates issuing the notification of contract award in October 2013. Contract negotiations will begin upon notification of contract award. The County anticipates the services to commence in January 2014. The selected Vendor must be prepared to begin immediately upon receipt of a Notice to Proceed.	What is the County's anticipated/desired "go-live" date of the new system? 18 months or less from award bid date
11	FF. Disaster Recovery Vendors must provide the necessary hardware and software for an on-line (hot) disaster recovery system that will be located at a geographically separate site away from the Dispatch Center or production server location. Disaster recovery failover to a full function (including interfaces to external systems, e.g., mobile data).	Please clarify if Disaster Recovery (Hardware and Software) is to be priced as part of this procurement as there is no section in the pricing pages for this. The pricing is to be included on the "Other Costs" form on the Cost Data Form.
12	Page 18, #5 and Page 20, Section C	Please clarify where it states 1 additional workstation at the backup site on P.18 and on P.20 it states 3 additional workstations.
13	Page 26, Section H, 1st paragraph Mobile Data	Does it include all hardware, mounting hardware, modems, etc. ?
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15	Page 26, Section H, 1st paragraph Mobile Data	Requesting make/model of all fleet vehicles to receive Mobile Data.
16	Page 26, Section H, 1st paragraph Mobile Data	What auxiliary mobile data products are requested (IP readers, aux cards, printers, etc.)?
17	Page 26, Section H, 1st paragraph Mobile Data	Are the AMR MDT units included in the count of 50 for Fire?
18	Page 19-20	Will interfaces be needed for the backup site as well?
19	General Question	Do you have a current provider for Fire Station Alerting?
20	General Question	Is radio installing?
21	General Question	Everything is turnkey?
22	General Question	Do you currently own DECCAN or LiveUM?
23	Page 19, last bullet and Page 25	SCADA is mentioned, but not in the RFP as interfaces in Attachment A; what are you monitoring; will request interface specifications?
24	Page 18, and Page 25	Real Time Live Video is mentioned; what are you looking for? In car video recording, seen live in the CAD and stored, and provide the video system where?
25	Page 19	Master Time Source is it a single system?
26	Page 19	Personnel Application - what are you looking for?
27	General Hardware Specification	Will racks for the servers also be requested?
28	General Hardware	Does the County have a preference for vendors (HP, Dell, etc.)?

General Question 29	The RFP specifies 5 counties of GIS data; will the County be providing the other counties map data?	Yes, they are not looking for the entire 5 counties data to be uploaded into the system, probably only a 10 mile radius around the county limits. What they do not want is to be limited to the number of data sets they can upload into the system. The system should be capable of the same capabilities for adjoining counties that are provided for Shelby County.
Page 29, ProQA 30	How many licenses are needed?	Currently have 7 licenses for FD; would like the same number if required for the backup site. Would like an option for EFD and EPD licenses as well. (EPD - 12 licenses at the Main site and 9 at the backup site OR a total of 12 licenses to be used interchangeably between the main site and the backup site.
31 Page 29, ProQA 32 Page 23, System Characteristics 33 Page 25, System Interfaces 34 Patient Reports 35 Page 19 and Page 25 Interfaces	Shall we provide training for EFD and EPD as well? Mentions CIS, State and County security requirements, are the State or County requirements more stringent than CJIS? Mentions NIBRs, NFIRS which is typically run through RMS, what CAD capabilities are needed? Is there an ECPR vendor to interface to? Vendors are requesting a list of which interfaces are currently in place; who is the provider, what is desired from the users perspective; or are you requesting the interface as you do not currently have one. Should the interface exist currently will need to identify the Model, Vendor, contact information, and whether this is mandatory or optional.	Yes No SO would like the data to flow from CAD to the RMS system; same for Fire to have CAD data flow to ETI RMS system. AMR has own servers you can feed CAD data to. AMR utilizes an in-house ECPR created by AMR. SHERIFF - CURRENT: Centracom Gold elite radio consoles, integrated mapping, picotronics, 911 CPE equipment, TDD , NCM Open Query, mobile data, master time source ADDITIONAL INTERFACES: RMS, ProQA EPD, real time video monitoring, INFOHUB to include warrants, court records, etc., AVL SCADA, Metro Alarm Office database, local DMV records , text paging via CAD. ASAP is an option for SHERIFF. FIRE - CURRENT: Centracom Gold elite radio consoles, integrated mapping, picotronics, 911 CPE equipment, TDD , ProQA EMD, ETI Fire RMS, mobile data, AVL, WISER, paging FIRE - DESIRE ADDITIONAL INTERFACES: Fire station alerting with digital voice, text paging via CAD, email alerts of incidents, ProQA EFD, automated move up recommendations and tracking.
Requirement 1477 and 1478 36	Scheduling software - aside from personnel interface?	Yes, this is optional and for 50 SHERIFF employees and 20 FIRE employees; scheduling of dispatch personnel only, not field personnel or resources. Same for SO and FD.
Page 20 WISER 37	What is the WISER system?	This is website we access from the Fire MDTs which supplies us with HAZMAT information. We just want to ensure we can connect to the website. No need to pull data from the website and enter it into CAD.
Specification 1480 38 General	Do you anticipate fiber connections to the primary and future FD backup site?	There is not currently a backup site for FD at this time; but do not envision fiber connectivity but rather a leased line (Metro E link).
39	Do you have a Motorola MUPs?	No not currently, do not have GPS radios. Don't provide, just have capability to support it. Also, would like messaging as well as GPS. The SO is looking for high alert messaging on portables (desirable) if the officer is not in the vehicle.
Specification 1482 40	Please clarify, we are not talking about emergency buttons?	Currently, if an emergency button on a radio is pushed, the Map shows a halo around that piece of equipment which generated the emergency button so it alerts the dispatcher on the Map screen. This is the functionality we are looking for both the Sheriff's Office and Fire Department.
41 General Question 42 General Question 43 General	Are you asking for any AVL standalone other than an MDT? Animal Control vehicles, etc. Clarify installation of mobiles - do a few and train staff of County, correct? AVL clarification	No, only with MDTs. Yes, install 2 mobiles and show County staff, but vendor supplies all equipment to install. Do not want to rebid to get location; would like it to be interactive. (LIVE)
44 General Question 45 General Question 46 Page 53, #18 47 General Question 48	Monitors - confirming 5 - 27" monitors at each workstation? Will new 911 system be installed by the time we install the CAD system? County Travel Policy, may we have a copy? The cost of site visits is really on the vendor? Has there been any consideration for the extension of time?	No, 24" monitors rather than 27" monitors. *** An Addendum will be uploaded to the website. ADDED 07/20 ADDENDUM 1.3 Yes Yes, we will post it on the website. As it is written currently, yes, but the county will reconsider wording and if changes is warranted, an Addendum will be uploaded to the website. The County is considering and will post an Addendum on the website should an extension be granted. The Addendum would specify the new dates.

49	Page 35.V. paragraph 3	Data Migration & Schema data	Would consider legacy data running alongside CAD as long as the delivery of information to CAD is seamless. It appears schema data is proprietary.
50	Page 18 #5	Add how many additional CAD workstations?	SHERIFF - One-(1) additional CAD workstation at Sheriff's Back up Site & three-(3) additional CAD workstations at the Main Site. (ADMIN) Refer to Addendum #2.
51	General Question	Will the County consider at least a 3-4 week extension due to the details and volume of the required responses?	
52	General Question - Proposal Response Sheet	On The Proposal Response Sheet : Items that a signature certifies to "item (v) States 'ALL aspects of this RFP and the proposal submitted are binding for the duration of this proposal is selected and a contract awarded.'" a. How does this apply to any exceptions taken within the RFP b. Can it be change to read something to the manner of: "All aspects of this RFP as amended by the items mutually clarified and accepted in the submitted and finally accepted proposal are binding..."	A. Vendors should reply with exceptions B. Can be discussed during contract negotiations. C. Refer to previous Question/Answer #26
53	Page 5, #4. Page 5 states: Vendors must have all appropriate licenses and certifications required in the State of Tennessee to perform the services and procure all permits, pay all charges, taxes, and fees.	Please clarify what licenses and certifications are needed?	No state required certifications or licenses necessary for this project. However, any CIS (Criminal Justice Information System) clearances must be in order.
54	General Question - Interfaces	Please provides specifications for the following interfaces: a. Telecommunications Device for the Deaf (TDD) b. Real-time Video c. Personnel application d. Alarm companies (Association of Public-Safety Communications Officials [APCO] Automated Secure Alarm Protocol [ASAP]) e. Supervisory Control and Data Acquisition (SCADA) alarms monitored at Supervisor's workstation f. Fire Station alerting system using automated dispatching g. Text paging through CAD h. E-mail alerts of incidents – i. Wireless Information System for Emergency Responders (WISER)	A.TDD is integrated into our current phone system Cassidian Vista. We have future plans to upgrade to Cassidian Vista 4. X. B. Refer to previous Question/Answer #24 C. Refer to previous Question/Answer #26 D. This is a desired interface. CAD Vendor's should inquire directly with the ASAP vendor for information. ASAP – APCO http://www.apcoint.org/resources/asap/asap-resources.html E. Refer to previous Question/Answer #4-B and #23 F. Refer to answer on question #35 G. CAD should be able to send text messages to a select list or numbers H. CAD should be able to email alerts of incidents or make notifications via external email when needed. I. Refer to answer on questions #37
55	General Question - Shelby County Travel Policy	Please provide details of your County Travel Policy and Procedures.	Travel policy is on the County's website.
56	General Question	Since there are check off boxes – can a WORD version of the RFP be provided to facilitate answering?	Vendors who were present at the Pre Bid Conference received the Electronic Response forms.
57	General Question	What is the network speed and latency between the primary and backup centers?	Speed is 100 mb and the latency is 1 to 2 mil seconds.
58	General Question	What is the name of the County's TIBRS liaison?	If the vendor has a specific question(s) we will provide answers, but we prefer not provide a name and contact number at this time.
59	General Question	Multiple personnel will be responding to this RFP. The locked Excel file does not allow search ability and inhibits collaboration and consolidation of responses into a master document. Would you allow us to have an unlocked version to eliminate this issue?	The forms are locked down to promote the ability for the County to perform a comparison of like responses (applies to apiles). It is important to note there are plenty of areas open for the vendor to add components and additional entries.
60	General Question	As we attempt to respond to this RFP in the documentation provided, we are discovering Excel file limitations that will inhibit accurate and complete responses. From experience, we have found that as the spreadsheet contains large amounts of text answers and numerous requirements, the spreadsheet becomes unresponsive and ceases to be an effective tool for use. Will you allow us to reference separate attachments in MS Word format to enable us to respond in a complete manner?	The response forms enable the ability for a complete and concise response. The vendor does have the opportunity to provide additional documentation in Word format; however the option to review the additional documentation lies with the County.

General Question		We have come across a particular issue that we would welcome your review of: upon providing comments into the Excel spreadsheet, we have noted that if we want to revise a comment, we cannot. It appears that after comments are added the file then becomes protected.	This issue is a known Microsoft Excel "flaw." It is true that when performing a "cell copy and paste directly into an unlocked cell on a locked worksheet, the protection level of that cell converts to locked, preventing further edits in that cell, even though it was originally unlocked.
61		We respectfully request if the County could provide an updated Excel spreadsheet that is unprotected.	The simple process to circumvent this issue is to first "double click" in the cell in which pasting is intended before pasting the information.
62	RFP Section XI. Proposal Submission	The RFP requires vendors to respond to RFP Sections X, XI, XII and XIII. However, RFP Section XI. Proposal Submission, Subsection C. Proposal Format does not account for responses to these sections. How does the County envision vendors responding to these requirements? The RFP Section Comments tab of the Shelby County CAD RFP Vendor Response Forms FINAL file does not provide sufficient space for the narrative responses required for RFP Sections X, XI, XII and XIII.	The alternate method is to select the cell in which the pasting will occur with a single click, and then paste the information into the formula bar.
63	RFP Attachment A Requirements for Integrated CAD/Mapping Systems	Please confirm whether the County expects vendors to respond to this portion of the RFP. If so, where in the proposal document should vendors provide this response?	No change to our published workbook is recommended.
64	RFP Vendor Response Forms FINAL, Tab Attachment A- Specifications	A. Regarding Row 415, Spec ID 372 Event Number, Columns D and E are greyed out and will not permit vendors to enter a response. If the County wants vendors to respond to this requirement, please advise how/where vendors should respond. B. Regarding Spec ID 339, please provide a real world example of an S-Number, how it is used and how it is different than the employee's County ID number. Is the S-number reused for another employee or is it retired? C. Regarding Spec ID 340, please provide a real world example of how the unit ID is directly associated with the County employee ID. Are either of these numbers reused for other employees? D. RFP page 1 in Section 1. Introduction, Item A. Demonstration of Project Understanding states that "If non-compliant, Vendors must detail why they cannot comply and address whether any part of a requirement can be met." When responding to RFP Tab Attachment A - Specifications, should vendors also provide an explanation for any non-compliant answers?	A. Response shall be added to the Specifications Comments tab and the County County ID Number. The SO uses the S number in the CAD system; not the County's ID Number. The S number can be reused. The Snumber (mmmm, example: 1807 without zeros) is used to identify the officer in the unit or dispatcher upon logon. Fire uses the County ID number in the CAD system. B. The S number is the Sheriff's Office number, the Employee ID number is a County ID Number. The SO uses the S number in the CAD system; not the County's ID Number. The S number can be reused. The Snumber (mmmm, example: 1807 without zeros) is used to identify the officer in the unit or dispatcher upon logon. Fire uses the County ID number in the CAD system. C. Would like the unit number directly associated with the County employee ID or the number in the SO's case. Yes, unit numbers are changed out per assignments. S numbers can be reassigned, but typically are not. D. Yes, include those comments in the Specifications Comments tab.
65	Specification 1474	Regarding item 1474, requiring a direct interface to the state wants and warrants System: Is a one-way interface requested or is a two-way interface required? Please describe the state's wants & warrants system.	Two Way interface is required. The vendor is encouraged to state specific questions. However, the State of Tennessee does not have a Warrant/Warrant system as TBI relies completely on the NCIC wanted person file.
66	Specification 2829	Regarding item 2829, requiring supervisory control of SCADA alarms: Are you using MOSEAD SCADA or another solution? Please describe what supervisory controls are required.	Refer to Question #23.
67	General Question - Interfaces	Please provide more information regarding WISER (Wireless Information System for Emergency Responders).	Refer to Question #37.

Shelby County TN
Sheriff's Office / Fire Department
Vendor Questions and County Responses

<p>B. Current Environment 5. Sheriff's Office Communications Center SCSO creates over 233,000 CAD system events annually. The SCSO 9-1-1 ... is licensed for 235 in-vehicle MDCs and anticipates the need for up to 350 licenses.</p>	<p>Would the County consider a concurrent licensing model for their MDCs? If so what would be the concurrent use count for both Fire and Sheriff?</p>	<p>Yes, we would consider concurrent licensing. The SO would require 150 concurrent licenses. FIRE would require 50 concurrent licenses.</p>
<p>68</p>	<p>Compliance with Title VI requirements.</p>	<p>I am confirming our conversation that we can respond to the RFP and state that we are in compliance with Title VI requirements. Please let me know if we need to provide any documentation in support of this.</p>
<p>69</p>	<p>IV. Proposal Submission & Deadline XI.A.4. Proposal Submission – General, and XI.B.1, Proposal Submission – Proposal Preparation</p>	<p>The referenced paragraphs direct proposers to submit hardcopy proposals and electronic media (CD, DVD, USB drive). Is this in addition to an electronic submission to the ESM Mercury Solutions website?</p>
<p>70</p>	<p>X.A.18. Contract Requirements – General Requirements – Travel Expenses</p>	<p>Generally, travel is included in the implementation, Warranty, and Maintenance costs. Does the County anticipate separate invoicing for travel? Should travel be shown separately on the Cost Data Form? If, during the post-cutover period, travel for a technician is required to correct an issue, must the approval be obtained in advance?</p>
<p>71</p>	<p>IX.H. Mobile Data and Attachment C, Cost Data Form</p>	<p>Could the County please clarify that pricing should include the Mobile Data terminals as well as the software? If this is correct, should mounting hardware and installation services be included in the Cost Data Form?</p>
<p>72</p>	<p>Requirements 1318, 1319, 1320</p>	<p>Can the County please clarify the intent of these requirements; they appear to be requirements levied on the RMS rather than the proposed CAD system.</p>
<p>73</p>	<p>Requirement 1556</p>	<p>Can the County please clarify the intent of this requirement to store a CAD workstation screen shot in the logging recorder.</p>
<p>74</p>	<p>Requirement 1558</p>	<p>Is the intent of this requirement to store the actual recording in CAD or just metadata from the logger in CAD?</p>
<p>75</p>	<p>VII.B.6.a,Item 4, General Requirements and Information, Current Environment, Fire Department Communications Center, Required Interfaces specific to SCFD Communications Center, Fire Station alerting system using digitized voice with automated dispatching</p>	<p>Can the County please provide the details for the existing Fire Station Alerting system including the interface specification?</p>
<p>76</p>	<p>IX.F, Purpose/Scope of Work, System Interfaces</p>	<p>Can the County please provide the interface details for each listed interface? Information needed includes the information transferred to and from the existing system, transaction workload, communications protocol, and any special error processing workflow.</p>
<p>77</p>	<p>General Question - RFP Timeframe</p>	<p>We respectfully request a four-week extension of the proposal due date. We believe that this extension will expand the number of vendor responses submitted while enhancing the quality of all responses.</p>
<p>78</p>	<p>General Question</p>	<p>There is no Attachment B. Functional Specifications on the drive. (Per page 45 HH.. #1) The only items on the drive are those attached. Please clarify that Attachment A of the response forms (and corresponding specifications/ comment tab) are the only specifications sheets needing response.</p>
<p>79</p>	<p>Q&A #5 above</p>	<p>In the Q&A's posted, the answer to #5 – regarding "Vendor" data schema, etc." No, there are several criteria the vendor can answer on the RFP for this section. for interfaces... the response was that these "will only be provided after award". Since this information is needed to properly answer the items required for each interface... is an acceptable answer that "we cannot respond as the Sheriff will not provide the required information until after award"?</p>
<p>80</p>		

	Page 63 – Section XII-Evaluation and Selection:	A. Items B-D Where do you want the responses to these items? B. Sections 1 – 10: Many of these requirements are not listed within the Proposal format. C. Does all of this information / response go in Proposal section 2 – Comprehensive Response?	A. Section XII-Evaluation and Selection describe the format and the minimum items to cover in the submitted package. The items listed in Section XII, B – D are provided to assist the responders in listing the factors that the evaluators will be looking for and grading in the submitted responses package, as stated in the requirement. Vendors should take note and respond accordingly. B. Refer to the above response. C. When responding to items in the RFP, it will be in the vendors best interest to clearly identify the sections of the RFP to which the responses correspond.
81	In Car Video	A. How many operational locations (precincts/satellites) will be used in the county to upload video? B. How many cars reporting to each operational location? C. How long will the data be retained (estimated days)? D. Is the communication infrastructure in place? Data Network and communication equipment? E. Central data storage or distributed at each operational location?	A – E. Refer to Question/Answer #24.
82	Laptops and Mounts	A. Please provide a make and model for the SO vehicles that will have MDT's B. Please provide a make and model for the MDT's that Shelby Co Fire will have. C. Should 4G aircards be provided by the vendor and which carrier is the choice ie Verizon, ATT D. Does the County possess the correct number of NetMotion licenses for all MDT's	A-B. Refer to Question/Answer #7. We require pricing per vehicle type for mounting equipment. C. If internal to the device, then it needs to be provided by the vendor and utilizing Verizon. D. Refer to Question/Answer #14
83	RFP Section VII. General Requirements and Information	A. RFP Subsection C. SCSO Backup Site states "SCSO currently operates an off-site backup center connected by 10Gb connection to the primary site. There are five SCSO CAD workstations available at the backup site". Is this data connection used only for the eight anticipated workstations? B. Does SCSO have a dedicated transport for data replication from the Production datacenter to the Backup datacenter? C. If so, what is the available bandwidth between the two sites for data synchronization?	A. No, other systems are used on this link as well. B. No C. Not Applicable; However, we do have the capability to manage the data flows on the links that exist currently in the data centers utilizing QoS.
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	RFP Section IX. Purpose/Scope of Work	<p>A. RFP Subsection M. System Hardware and Software Requirements states "Vendors are expected to furnish costs related to all hardware and related components required for the installation of a complete, working system. Vendors will be responsible for the purchase, installation, warranty, maintenance, and support of all hardware components provided with this procurement". Does the County plan to provide a TCP/IP layer 3 switching network or should the vendor provide it in the proposed hardware configuration?</p> <p>B. RFP Subsection R. Data Communications/Networking the RFP states "Data communication is a fundamental component of a CAD system. The proposed system must include robust networking solution that isolates the CAD system from the remainder of the network and provides firewall and network intrusion detection and protection to the CAD system. The networking solution must be redundant and fault tolerant. Vendors must describe the network architecture for the proposed solution, including how the CAD network is isolated and protected from external threats. The existing network supporting the CAD application</p>	<p>A. The County will provide a Layer 3 network for the CAD solution.</p> <p>B. Yes, the County will utilize the existing Layer 3 network. We see this system utilizing strong ACLs and firewall rules specifically to permit required data flow.</p>
85	RFP Vendor Response Forms FINAL, Tab Attachment A-Specifications	<p>A. Within RFP Attachment A, there are several references to Remote Workstations at the County (Spec IDs 12, 201, 314, 486, and 818). Please provide additional information such as where these remote workstations are located, their current or anticipated method of connectivity, and what duties and responsibilities the users of these workstations will have (e.g., dispatch, administrative, view only).</p> <p>B. In the Functional Matrix under Quality Assurance / Quality improvement, Spec ID 1411 states "All event record data is available for export to QA applications (e.g., Priority Dispatch AQUA)". Does the County currently have the Priority Dispatch AQUA software or should vendors propose this software?</p>	<p>A. Remote access to CAD from a secure VPN connection; responsibilities for the workstations will be anything from full dispatch (access from a mobile command vehicle); administrative (access by Communications management from remote location for configuration for example); view only (access from detective's workstation via VPN, etc.).</p> <p>B. The County currently holds 2 Priority Dispatch AQUA Medical licenses. Should the EFP and EPD QA programs require different licenses, then they should be included in the proposal.</p>
86	Section I. A. of the RFP notes that "Vendors are NOT to insert the response in this RFP."	<p>A. Please advise how vendors are to respond to the sections with checkboxes, as no editable response form was provided for these sections.</p> <p>B. If vendors have a comment or exception to the sections where the only response is "Understood", where can it be included for review by the County?</p>	<p>A. All responses are submitted via the Electronic Response Forms given out during the Pre Bid Conference.</p> <p>B. The electronic response forms have tabs for responses and separate tabs for Comments and exception details.</p>
87	Proposal Submission	<p>Please clarify whether the original Cost Proposals should be separately sealed from the original Technical Proposals. Should vendors also supply 6 copies of the Cost Proposal and 3 separate Cost proposal CDs?</p>	<p>Yes.</p>
88	General Question	<p>There are different prices for full CAD license and backup/Admin CAD licenses, but the Cost Data Form will not allow us to insert a different line item. Please advise how vendors should convey this cost information.</p>	<p>The Cost Data Form does allow the Vendor to insert a new row into the spreadsheet. For informational purposes, the County does not expect to pay additional costs for back up site licenses when both the main and back up site will not be used simultaneously on the production side.</p>
89	General Question	<p>Please clarify what FSAS stands for (reference Attachment B, item #1374).</p>	<p>Fire Station Alerting System</p>
90	G. Third-party Partner Applications.	<p>Regarding Digitized Voice Station Alerting System. Based on previous questions and answers, it is our understanding that the agency will be purchasing the digitized voice station, location. Therefore, please confirm that an interface should be proposed from the CAD to location.</p>	<p>No, the County is expecting the vendor to provide the digitized voice station alerting system solution as part of their proposal.</p>
91	General Question	<p>Regarding Real Time Live Video (RTLV). In order to accurately price this interface, would the agency please provide the type of video surveillance that is currently being utilized?</p>	<p>SO uses L3 Mobile Vision flashback systems. FIRE is currently not utilizing video surveillance.</p>
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Shelby County TN
Sheriff's Office / Fire Department
Vendor Questions and County Responses

93	General Question	Regarding External Interface. Would the agency please provide clarification on what external interfaces will be required?	In a previous question #35 the county has outlined which interfaces are current and which are desired. If the vendor needs specifics to each interface it would be the responsibility of the vendor to make contact with the 3rd party vendor.
94	General Question	What logging recorder is the agency currently using?	SO uses a NICE Systems logging recorder. FIRE is using RECORD.
95	General Question	Integrated Mapping: The RFP states that the vendor must meet all GIS and yes, the vendor must meet all GIS and Mapping requirements. (See RFP page 46, Section HH.3. Priority)	
96	General Question	Mapping requirements. Would the vendor be disqualified if they offer an alternative or can partially meet the requirement?	
97	General Question	Regarding Mobile software, please verify whether the County desires a quote for the existing 235 vehicles, or the anticipated 350.	SO would like to see varied pricing options for 250, 300 and 350. FIRE would like to see a proposal for 50 vehicles.
98	General Question	How many mobile units need to be equipped with AVL?	SO would like to see varied pricing options for 250, 300 and 350. FIRE would like to see a proposal for 50 vehicles.
99	General Question	Please verify the total number of Mobile users (for advanced authentication tokens).	SO -235 currently, 350 anticipated. FIRE anticipates 50 users.
100	General Question	Does the County want view-only CAD access? If so, please provide the desired number of users?	SO - SO MDT Administrator should have the option of allowing or disallowing various functions of CAD to the MDT user. Example: allow unit to show themselves available or place theirself on scene, but disallow the ability of the officer to create their own traffic stops. If not referring to MDTs, for view only CAD access, there will be a minimum of 5 up to 8 for the SO. FIRE would require 2 view only CAD access.
101	General Question	How many map administrators require training?	Minimum of 4 and no more than 6.
102	General Question	How many Mobile Trainers require training for Mobile User software?	County expects to provide Train the Trainer (TTT) for their users. Will need 10 TTT for SO and 8 TTT for FIRE.
103	General Question	How many Mobile Administrators require training?	FIRE - 2 SO - 6
		If vendors are required to quote workstation hardware, please verify the quantity of Mobile laptops required (235 or 350).	SO -250, 300, 350 (reference answer to #96); No Mobiles for FIRE.